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Business Rules for the Contact Information Data Standard

United States Environmental Protection Agency
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EXECUTIVE SUMMARY

Data Standard:

Contact Information

Description:

The standard specifies the basic information needed for contacting an individual or organization. The purpose of the standard is to provide clear and concise identification of point of contact names and organizations, mailing and geographic addresses, and communication information.

Requirements:

1. System managers must modify the data exchange formats to conform in name, definition, and format to the applicable standard data elements.
2. System managers must ensure that their systems are capable of accepting information that meets the definition and format requirements specified in the standard.
3. System managers must be able to map their applicable system data elements to the standard data elements.

Implementation Date:

Applicable Systems: June 30, 2005, or when systems re-engineer, whichever is earlier. New systems should conform during the development process.

The standard applies to Agency information systems that exchange data contained in the Contact Information Data Standard with other Agency or partner systems.

More Information:

Contact Information Data Standard

<http://www.epa.gov/edr/fcontact.pdf>

Business Rules for the Contact Information Data Standard

<http://www.epa.gov/edr/fcontactbr.pdf>

Procedures for Requesting a Data Standard Conformance Waiver

<http://www.epa.gov/edr/waiverprocess.pdf>

BUSINESS RULES FOR THE CONTACT INFORMATION DATA STANDARD

1. **THE STANDARD** *This section provides a brief overview of the standard and its purpose.*
 - a. The purpose of the standard is to provide clear and concise identification of point of contact names and organizations, mailing and geographic addresses, and communication information.
 - b. The standard specifies the basic information needed for contacting an individual or organization. The standard helps define the answers to: who, where, and how in contacting a person or organization.
 - c. The standard is not intended to constrain what information the Agency Program chooses to collect, nor does it constitute a new reporting requirement or require additional information to be reported.
 - d. The standard consists of a list of data elements, each of which is defined, and relationships or linkages with other Agency standards. The standard data elements and permissible values are presented in Appendix A and are recorded in EPA's Environmental Data Registry (EDR) at < <http://www.epa.gov/edr/> > .
2. **DEFINITIONS** *This section provides terms and definitions used in the standard and the business rules.*
 - a. The EPA *Environmental Data Registry* (EDR) is the central repository and reference tool for Agency data elements and other objects, such as business rules.
 - b. The *Environmental Data Standards Council* (EDSC) is a partnership among EPA, States, and Tribal Nations to develop and agree upon data standards for environmental information collection and exchange. The EDSC seeks to promote efficient sharing of environmental information between State, EPA, and Tribal partners providing data standards as a basis for new data exchange and data integration activities.
 - c. *Information System Managers* are staff persons responsible and accountable for management of information systems, both environmental media specific and administrative, which are managed from EPA Headquarters or in offsite locations, i.e., laboratories.

- d. The *Contact Information Data Standard Steward* is the person or organization responsible for monitoring the currency and relevancy of the standard to the Agency.
- e. *Contact Information Data Stewards* describe persons or functions at the Program System, Regional, or State levels that are accountable for the overall quality of contact information data. Contact Information Data Stewards ensure the proper application of the standard and identify and communicate issues to the *Contact Information Data Standard Steward* for action.

3. APPLICABILITY *This section describes program systems to which the standard applies.*

- a. The Contact Information Data Standard applies to all Agency information systems that exchange data contained in the Contact Information Data Standard with other Agency systems or partner systems. The standard does not constrain the information an agency may choose to collect, nor does it constitute a reporting requirement.
- b. This standard does not apply to systems not presently in use (i.e., retired systems), although managers for such systems are encouraged to meet the standard if they believe that information from such systems will be integrated with information from other Agency or partner systems.
- c. The data standard applies to any data exchange between nodes on the National Exchange Network.
- d. EPA encourages state and tribal partners and stakeholders to adopt this standard. State partners and stakeholders are required to adhere to this standard only when the work plan of the Environmental Performance Partnership Agreement, or the appropriate grant program agreements, includes mechanisms for adopting the standard, such as Trading Partner Agreements. These agreements are typically reached between the Regional offices or the Program offices and the states or stakeholders.

- 4. DATA REQUIREMENTS** *This section addresses the optionality of each of the data elements in the data standard. Data elements are identified as mandatory, optional, or conditional. For conditional data elements, the circumstances around the conditions for use of the data elements are made explicit. This section specifies any data model issues, including the relationship of this standard to other standards. See Section 5 - Processing for specific implementation steps.*
- a. There are no mandatory or minimum data elements required to conform to the standard. However, if a contact data element in an applicable information system is substantially similar to the standard, the applicable information system must conform to the data standard for that data element.
 - b. Some of the data elements that are included in this Contact Information Data Standard are incorporated from the previously approved Facility Identification Data Standard and are reused in the Contact Information Data Standard to ensure consistency and coordination among standards.
 - c. Standard data elements are described in Appendix A.
- 5. PROCESSING** *This section describes the requirements for how the standard should be implemented within a system. The business rules apply only to EPA systems, not to State or Tribal systems, therefore, the term “exchange” used in context of the business rules can apply only to transfers of information from EPA to its partners or among EPA systems, and not to collection of information from States and Tribes (however, it is recognized that programs may need to modify their collection mechanisms to meet the information requirements of a standard). Through the Environmental Data Standards Council, member States have developed, reviewed, and approved of this standard and all states are encouraged to use the standard. EPA programs can require the use of the standard among exchange partners by entering into agreements with them, including Trading Partner Agreements through the National Exchange Network. Because this standard is limited to data exchanges, the business rules do not cover the manner in which data are displayed to system users or the manner in which data are stored/documented in systems.*
- a. System managers of applicable information systems must modify data exchange formats to conform with the data standard elements in:
 - Name: Names in the applicable system may be mapped to the standard through clear and unambiguous documentation;
 - Definition: Data element definitions in the applicable system should be similar or the same in meaning, but need not be identical in wording to this data standard; and
 - Format: As shown in the data standard in Appendix A.
 - b. System managers must ensure that their systems are capable of accepting information that meets the definition and format requirements specified in the standard.

- c. System managers are encouraged to adopt the applicable standard names, definitions, and formats in the information system. System managers may, as an alternative, document the mapping of system data elements to the standard names (or appropriate exchange reference), definitions and formats.
- d. The Contact Information Data Standard applies to information exchanges that occur after the implementation date as defined in these business rules.

6. ROLES AND RESPONSIBILITIES *This section describes the roles and responsibilities for business rules implementation and maintenance.*

- a. EPA's Chief Information Officer (CIO) will:
 - i. Ensure adherence to these business rules and will be responsible for resolving conflicts and issues relating to these business rules, including applicability of the standard and waiver requests.
 - ii. Issue waivers from conformance with this standard in accordance with the procedures identified in Section 8 of these business rules.
- b. EPA's Office of Information Collection (OIC) will:
 - i. Oversee the Agency process and operating procedures to ensure conformance with this standard.
 - ii. Provide guidance and technical assistance to program offices, their Regional and State counterparts, and the regulated community in meeting the requirements of this standard.
 - iii. Appoint a Contact Information Data Standard Steward for the Contact Information Data Standard.
 - iv. Report any conflicts to the CIO and resolve those conflicts based on CIO guidance.
- c. EPA Program Senior Information Resources Management Officers (SIRMO) and Regional Information Resource Management (IRM) Branch Chiefs will:
 - i. Promote conformance with this standard.
 - ii. Prepare applications from system managers for waivers from this standard and submit to the CIO.

- iii. Ensure that new and reengineered systems are designed in conformance with the standard.
- d. Information System Managers will:
 - i. Ensure that any applicable data elements in their information systems conform with this standard.
 - ii. Work collaboratively with the OIC on continuing standards development and implementation.
 - iii. Identify and bring forward potential conflicts between these business rules, the underlying standards, and information systems needs.
 - iv. Prepare and submit for approval waiver requests when a standard cannot be implemented in their systems.
- e. The Contact Information Data Standard Steward, or an authorized delegate, will:
 - i. Work in collaboration with data stewards from Regions, States and National systems to develop and maintain contact information of interest to the Agency.
 - ii. Review maintenance changes to the standard made by the EDSC for Agency implementation based on relevancy to Agency business needs.
 - iii. Make EDSC aware of any Agency concerns relating to this standard.
- f. Contact Information Data Stewards will manage contact information data for EPA program systems.

7. IMPLEMENTATION *This section defines an unambiguous schedule for implementing the standard, including Agency support functions, in EPA National systems, other systems, and documents.*

- a. Managers of Agency information systems that exchange contact information will implement this standard no later than June 30, 2005. System managers and Regions will include State partners in the implementation planning process for the standard.

- b. System managers will incorporate this standard into the development cycle of all new and existing Agency information systems where the standard applies (as defined in Section 3), even if the development cycle falls before the implementation date.

8. PROVISION FOR WAIVER *This section defines the circumstances for which a waiver can be granted.*

OIC has developed a waiver process that identifies key elements of the waiver application process; specifies and defines waiver application procedures; and identifies the implications of nonconformance. The “Procedures for Requesting a Data Standard Conformance Waiver” are available on the EDR Web site <<http://www.epa.gov/edr/waiverprocess.pdf>> .

9. MAINTENANCE *This section describes the process for reviewing the standard over time and determining the process and frequency for updates.*

- a. The standard shall be reviewed annually by the EDSC. The Contact Information Data Standard Steward shall make the EDSC aware of any Agency concerns relating to the standard.
- b. Any changes to the standard and business rules will be regularly updated and published in the EDR by OIC.

10. REFERENCES *This section lists authorities (e.g., national and international standards or other publications) that were consulted during the development of the standard. It also includes URLs for Web sites that are used to support the standard.*

EPA’s Environmental Data Registry (EDR), <<http://www.epa.gov/edr/>>

August 15, 2003

APPENDIX A

Standard Data Elements for Contact Information

Standard Data Elements for Contact Information

The Contact Information Data Standard includes 1) Point of Contact, 2) Address, and 3) Communication information. These three modules contain the basic information needed for contacting an individual or organization. Some of the data elements that are included in this Contact Information Data Standard have been incorporated from the previously approved Facility Identification Data Standard and will be reused in the Contact Information Data Standard to ensure consistency and coordination among standards. This State/EPA data standard was approved by the Environmental Data Standards Council on January 8, 2003 and approved by the Agency on August 15, 2003.

Point of Contact Data Elements			
Data Element Name	Data Element Definition	Notes	Format
Point of Contact <i>Definition:</i> Point of Contact - A designated individual or organization who can provide information about or access to a facility or project. <i>Relationships:</i> Point of Contact information must include either an Individual or an Organization. Point of Contact information may contain both an Individual and an Organization. An Affiliation Type may be provided for each Point of Contact.			
Module 1. Individual An Individual is represented by an Individual Name. <i>Definition:</i> Individual Name - The particular word(s) regularly connected with a person so that you can recognize, refer to, or address them. <i>Note:</i> This module is used when designating an individual. Individual Title Text and Individual Full Name are incorporated by reference from the Facility Identification Data Standard.			
Individual Title Text (XML Tag: IndividualTitleText)			A(40)
<i>Note:</i> This standard data element is incorporated by reference from the Facility Identification Data Standard.			
Name Prefix Text XML Tag: NamePrefixText	The text that describes the title that precedes an individual's name.	Example: Dr., Ms.	A(15)
Name Suffix Text XML Tag: NameSuffixText	Additional title that indicates lineage or professional title.	Example: Jr.	A(20)
When recording the name of an individual use:			
EITHER			
Individual Full Name (XML Tag: IndividualFullName)			A(70)
<i>Note:</i> This standard data element is incorporated by reference from the Facility			

Point of Contact Data Elements			
Data Element Name	Data Element Definition	Notes	Format
Identification and Permitting Data Standards.			
OR			
First Name XML Tag: FirstName	The given name of an individual.		A(30)
Middle Name XML Tag: MiddleName	The middle name or initial of an individual.		A(10)
Last Name XML Tag: LastName	The surname of an individual.		A(30)
Module 2. Organization <i>Definition:</i> Organization - The particular word(s) regularly connected with a unique framework of authority within which a person or persons act, or are designated to act, towards some purpose. <i>Note:</i> An Organization is represented by an Organization Name. This module is used when designating an organization.			
Organization Formal Name (XML Tag: OrganizationFormalName) <i>Note:</i> This standard data element is incorporated by reference from the Facility Identification Data Standard.			A(80)
Module 3. Affiliation Type <i>Definition:</i> The relationship between an individual or organization and a facility or a project. <i>Note:</i> This module is used when designating an individual or organization by the affiliation type or role the individual or organization performs.			
Affiliation Type (XML Tag: AffiliationTypeText) <i>Note:</i> This standard data element is incorporated by reference from the Facility Identification Data Standard.			A(40)
Address Data Elements			
Data Element Name	Data Element Definition	Notes	Format
Address <i>Definition:</i> The place or name of the location where an individual or organization is located or may be reached. <i>Relationships:</i> An Individual or Organization may have only one Mailing Address. An Individual or Organization may have only one Geographic Address. An Individual or Organization may have both a Mailing Address and a Geographic Address.			

Address Data Elements			
Data Element Name	Data Element Definition	Notes	Format
Module 1. Mailing Address <i>Definition:</i> The standard address used to send mail to an individual or organization. <i>Note:</i> The following standard data elements have been incorporated by reference from the Facility Identification Data Standard.			
Mailing Address (XML Tag: MailingAddressText)			A(50)
Supplemental Address Text (XML Tag: SupplementalAddressText)			A(50)
Mailing Address City Name (XML Tag: MailingAddressCityName)			A(30)
Mailing Address State Name (XML Tag: MailingAddressStateName)			A(35)
Mailing Address Country Name (XML Tag: MailingAddressCountryName)			A(44)
Mailing Address ZIP Code/International Postal Code (XML Tag: MailingAddressZIPCode)			A(14)
Mailing Address State Code XML Tag: MailingAddressState Code	The alphabetic code that represents the name of a principal administrative subdivision of the United States, Canada, or Mexico.		A(5)
Mailing Address Country Code XML Tag: MailingAddressCountryCode	The alphabetic code that represents the name of a country where mail is delivered to an individual or organization.		A(2)
Module 2. Geographic Address <i>Definition:</i> The physical location of an individual or organization. <i>Note:</i> The following standard data elements have been incorporated by reference from the Facility Identification Data Standard.			
Location Address (XML Tag: LocationAddressText)			A(50)
Supplemental Location Text (XML Tag: SupplementalLocationText)			A(50)
Locality Name (XML Tag: LocalityName)			A(60)
State Name (XML Tag: StateName)			A(35)
Location ZIP Code/International Postal Code (XML Tag: LocationZIPCode)			A(14)
Country Name (XML Tag: CountryName)			A(44)

Address Data Elements			
Data Element Name	Data Element Definition	Notes	Format
Location State Code XML Tag: LocationStateCode	The alphabetic code that represents the name of a principal administrative subdivision of the United States, Canada, or Mexico.		A(5)
Location Country Code XML Tag: LocationCountryCode	The alphabetic code that represents the name of the country where an individual or organization is located.		A(2)
Communication Data Elements			
Data Element Name	Data Element Definition	Notes	Format
Communication <i>Definition:</i> Communication - A means of sending messages from one place to another. <i>Relationship:</i> Each communication module may be affiliated with one or more Individuals or Organizations.			
Module 1. Telephonic <i>Definition:</i> An identification of a telephone connection. <i>Relationship:</i> Each Individual or Organization may be affiliated with one or more telephone numbers.			
Telephone Number XML Tag: TelephoneNumber	The number that identifies a particular telephone connection.	The international standard for telephone numbers is maximum of 15 diallable digits.	A(15)
Telephone Number Type Name XML Tag: TelephoneNumberTypeName	The name that describes telephone number types.	<i>Permissible Values:</i> Note: These are example permissible values. Other values may be added. Fax - Type of phone number is for a facsimile machine. Home - Type of phone number is for a home phone. Mobile - Type of phone	A(10)

Communication Data Elements			
Data Element Name	Data Element Definition	Notes	Format
		number is for a mobile phone. Office - Type of phone number is for an office phone. Pager - Type of phone number is for a pager.	
Telephone Extension Number XML Tag: TelephoneExtensionNumber	The number assigned within an organization to an individual telephone that extends the external telephone number.		A(5)
Module 2. Electronic Address <i>Definition:</i> Electronic Address - A location within a system of worldwide electronic communication where a computer user can access information or receive electronic mail. <i>Relationship:</i> Each Individual or Organization may be affiliated with one or more electronic addresses.			
Electronic Address Text XML Tag: ElectronicAddressText	A resource address, usually consisting of the access protocol, the domain name, and optionally, the path to a file or location.		A(100)
Electronic Address Type Name XML Tag: ElectronicAddressTypeName	The name that describes the electronic address type.	<i>Permissible Values:</i> Note: These are example permissible values. Other values may be added. Email - The electronic address type defined as an electronic mail (e-mail) address consisting of a username, the @ sign, and a mail domain name. Internet - The electronic address type defined as an interconnected system of networks that connects computers around the world	A(10)

Communication Data Elements			
Data Element Name	Data Element Definition	Notes	Format
		<p>via the TCP/IP protocol.</p> <p>Intranet - The electronic address type defined as a privately maintained computer network that can be accessed only by authorized persons, especially members or employees of the organization that owns it.</p> <p>HTTP - The electronic address type defined as a communications protocol (HyperText Transfer Protocol) used to request and transmit files, especially Web pages and Web page components, over the Internet or other computer network.</p> <p>FTP - The electronic address type defined as a communications protocol (File Transfer Protocol) governing the transfer of files from one computer to another over a network.</p> <p>Telnet - The electronic address type defined as a communications protocol that enables a computer to function as a terminal working from a remote computer.</p>	